



Alaska EDI Q&A – August 28, 2013

For wcPrism Web Portal Filers

THE SCIENCE OF RISKSM

Introductions: Presenters



- **Alaska (ADOL)**

Michael Monagle | Director

Margaret Brockhaus | Senior Project Manager

Monica Butler | Project Assistant

- **ISO**

Amy Cooper | Senior Business Analyst

Introductions: Attendees

- **wcPrism Web Portal Users:**

Alaska Department of Labor and Workforce Dev

Alaska Municipal League Joint Insurance Association

Alaska Timber Insurance Exchange

Anchorage School District

Arctic Slope Regional Corporation

ARECA Insurance

Eberle Vivian, Inc

Kenai Peninsula Borough & School District

State of Alaska

Umialik Insurance Company



IAIABC Implementation Guide

Benefits:

- ❖ Detailed Definitions of Data Elements
- ❖ Detailed Business Scenarios for ADOL Accepted MTC Reports
- ❖ Technical Information on Transactions (for the Technical-minded)

Purchase your copy of the Claims Release 3.0 Guide at:

http://www.iaiabc.org/i4a/ams/amsstore/store.cfm?product_id=0

Cost is \$195.00

Review Legacy Claim SROI Processes

FROI MTC UR for Legacy Claims

- ❖ Trading Partner (TP) submits an MTC UR to sync up any open Legacy Claim or re-open a Legacy Claim prior to filing any of the accepted FROIs (01, 02, AQ, AU, 04, CO) and/or SROIs (AN, 04, FN)

Review Legacy Claim SROI Processes (continued)

Compensation Reports for Legacy Claims

- ❖ Good News on Legacy Claim Comp Reports!
- ❖ Trading Partners may use the old Comp Report on Legacy Claims
- ❖ The new Comp Report does not adapt to Legacy Claim reporting
- ❖ Legacy Claim Comp Reports are mailed to the Division and to the Employee

Review Legacy Claim SROI Processes (continued)

Controversions for Legacy Claims

- ❖ TP files the appropriate MTC (FROI 04, SROI 04 or SROI PD) via wcPrism
- ❖ TP sends Controversion to EE and Division
- ❖ The Division is in the process of revising this form so:
 - Just the first page can be mailed to EE, and
 - Space can be provided for TP to provide additional information to the AWCB that is not collected via EDI

How Paper Forms Apply to wcPrism Filers

- ❖ **Employee Report of Occupational Injury or Illness to Employer (07-6100)**
 - Employer forwards copy of 07-6100 to Claim Administrator with form 07-6101
- ❖ **Employer Report of Occupational Injury or Illness to Division of Workers' Compensation (07-6101)**
 - Claim Administrator enters 07-6100 and 07-6101 into wcPrism
 - Division sends letter to EE, ER and Claim Admin

How Paper Forms Apply to wcPrism Filers (continued)

❖ Compensation Report (07-6104b)

- For Legacy Claims use old Comp Report
- For New Claims this form is Not Applicable:
 - ✓ Comp Report is entered into wcPrism and transmitted to the Division Electronically
 - ✓ Division sends letter to EE and Claim Admin

How Paper Forms Apply to wcPrism Filers (continued)

❖ Controversion (Denial) Report (07-6105)

- Enter appropriate report (FROI 04, SROI 04 or SROI PD) into wcPrism
- Complete paper form and mail to EE and Division
- NOTE only 1st page will need to be completed on the revised 07-6105
- Division sends letter to EE, ER and Claim Admin on FROI 04

Review of Forms Instructions & EDI References

- ❖ **Form Instructions:** follow the fields on the form and describe the Data Element and what is expected in the field
- ❖ **07-61XX Form Crosswalk to MTCs:** maps forms to MTC reports, includes description of MTC report
- ❖ **07-61XX FAQs:** questions from Paper and Web Portal Filers
- ❖ **EDI, Quick Reference:** lists values for Data Elements
- ❖ **EDI, Internal Sequencing Document:** table that shows MTC reporting sequences
- ❖ **EDI, Instructions for Use of Claims R3 Forms:** instructions for unlocking and editing forms

Summary of Common Questions / Answers Since Go Live

Q: Should my transactions be T (Transactional)?

A: This functionality does not apply to manual web entry. Manual web entry users may disregard. All of the claim you enter via wcPrism should be kept as M (Manual).

Q: Was the report applied (Click 'Apply')?

A: Once applied, the status should change to PN (Pending Acknowledgment) status.

Q: Does wcPrism edit regarding ADOL's sequencing?

A: No. The wcPrism system does not edit regarding sequencing. It's the Trading Partner's responsibility to file the correct MTC's per ADOL's Requirement Tables. *See the EDI, Internal Sequencing on the ADOL Website*

Summary of Common Questions / Answers Since Go Live (continued)

Q: Do I file a UR?

A: If this claim was submitted via paper, the UR would be the appropriate MTC to file, and a JCN should have been assigned by ADOL.

Q: How to Deny Claims:

A: If you are reporting a claim for John Smith for the very first time and you are denying the claim, file a FROI 04 Denial without a JCN.

Q: FROI 01 - Cancel:

A: The FROI 01 - Cancel should be submitted as is. No Data Elements should be changed if an 01 Cancel is being submitted after an existing 00.

Summary of Common Questions / Answers Since Go Live (continued)

Q: What's the difference between an 02 and a CO?

A: MTC 02 = CHANGE - The claim administrator initiates a Change (02) MTC when it identifies a change in a data element designated on the Element Requirement Table.

MTC CO = CORRECTION - Corrected data element values are transmitted in response to a "TE" Application Acknowledgment Code.

Q: How do I correct a TE?

A: TE Acknowledgements must be corrected with **CO (Correction) Reports**.

Q: I received a Validation Error on DN0057 EMPLOYEE DATE OF DEATH.

A: Try leaving the Death Result of Injury as **blank** and not as 'N' or 'Y'. If the Death Result of Injury dropdown is left as blank, Date of Death should not be required. We confirmed this to be true.

Summary of Common Questions / Answers Since Go Live (continued)

Q: Do we have to complete a compensation report every time we make an indemnity payment to the claimant or do we just do an IP report then a Final report when we have finished paying compensation? We sometimes pay compensation for months.

A: Trading Partners should file 1 (one) IP and then whichever MTC follows next per ADOL's Event Table and Sequencing Table, i.e. PY, Suspension, Reinstatement, FN, etc.

Q: Filing SROIs:

A: Benefit Level MTCs are not required on SROI FNs. The Benefit Type Summary and Other Benefit Type screens are used to populate Benefit Type Codes and Other Benefit Type Codes. Please refer to the ISO wcPrism - Injury Reporter Web User Guide V2.0.pdf (attached) for assistance.

Answers to Submitted Questions on wcPrism

Q1: If only one payment is being made to a TTD claim what is the code and process for the Initial Payment and the RTW Suspension?

A1: File MTC IP for 050 – Total Temporary
Followed by S1 - Suspension, RTW or Medically Determined/Qualified to RTW.

Q2: What is the correct way to enter an Initial Payment documenting the 3 wait days?

A2: The 3-day waiting period is covered in several Data Elements (DNs) for the initial disability period:

- Initial Date of Lost Time (0297) = First date of disability in 1st disability period after 3-day waiting period satisfied; required when Initial Date Disability Began (DN0056) is populated.

Answers to Submitted Questions on wcPrism (continued)

- Initial Date Last Day Worked (DN0065) = Last day worked prior to initial disability entitlement; required when claim is lost time
- Initial Date Disability Began (DN0056) = First day qualifying as day of disability in 1st period of disability; will be 1st day of waiting period; required when claim is lost time
- Initial Date Return to Work (DN0068) = First date which EE release to or actually RTW at full or reduced wages; required when Physical Restrictions Indicator (DN0224) equals N or Y

Q3: What is sent out to the claimants from the State in reference to the Compensation Reports for non-legacy claims?

A3: Alaska will send a batch letter to the Claimant and Claims Administrator.

Answers to Submitted Questions on wcPrism (continued)

Q4: Except for the confusing error codes returned by WC Prism when an entry is accepted with errors what if anything will we get back from AWCB?

A4: See the Event Table at www.adoledi.info Alaska is working on bringing up the batch letter feature on our Case Management System. For FROI reports, batch letters will go the EE, ER and Claim Admin. For SROI reports, batch letters will go to the EE and Claim Admin.

Q5: Are these errors to be corrected and how long do we have to correct them?

A5: Yes, errors must be corrected. The *incorrect* or *erred* data is not recorded and needs to be resubmitted before further data can be accepted on the claim.

Answers to Submitted Questions on wcPrism (continued)

Q6: How do we correct them if we are not clear on what or where the information is that they are requesting?

A6: ISO provides reference to ADOL's tables on the www.adoledi.info website. Alaska is in the process of providing more *laymen termed* reference documents as reviewed in this session. Hopefully we have given you the tools necessary to learn and understand the EDI process.

Q7: What does the AWCB want us to do in the event the EDI system glitches do not allow us to report timely what needs to be submitted on a claim? Example: Current issue with changing from MO to TTD.

A7: Currently it is Workers' Compensation's intent to suspend late filing penalties under AS 23.30.155(c) until we have worked all the "kinks" out with EDI filing and FROI/SROI data capture. This grace period is tentatively from 07/15/2013 to 09/30/2013.

Answers to Submitted Questions on wcPrism (continued)

Q8: The fillable Word documents fill so slowly that it takes about 1 hour per comp report. Also, in areas where multiple entries are required, it doesn't allow multiple entries (says up to 10 but does not give you the option to increase the Seq #s).

A8: Please review the EDI, Instructions for Claims R3 Form located at: http://labor.state.ak.us/wc/pdf_list.htm.

Q9: Also, for BTC how do you indicate reinstatement of benefits and termination of benefits for single disability days?

A9: Alaska is researching.

Answers to Submitted Questions on wcPrism (continued)

Q10: If you are submitting a comp report that both resumes benefits and suspends benefits (or multiple resume/suspend dates), there is no intuitive way to do that on this form. There should be a way to state both, as is both clearly and intuitively indicated on the old comp reports.

A10: As a Web Portal Filer you do not need to complete the paper form.

Q11: There is too much redundancy. Regarding payment of benefits, benefit adjustments, credits, redistribution, other benefits, payment summary, recoveries and reduced earnings where do I find clear instructions as to when to use any or all of these areas?

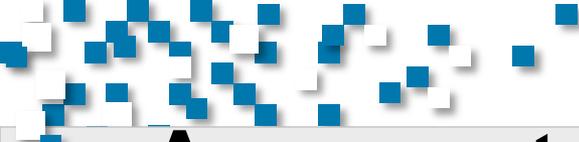
A11-a: Regarding the redundancy, the paper form was created for those TPs continuing on paper.

Answers to Submitted Questions on wcPrism (continued)

A11-b: Regarding EDI instructions, Alaska has encouraged TPs to purchase the IAIABC Implementation Guide (the Guide) to assist in learning the EDI processes and terminology. In an effort to assist those TPs not purchasing the Guide, Alaska has presented additional documentation that will hopefully help, e.g. Form 07-6104b Instructions.

Q12: Not pleased at all with how user "unfriendly" this form is. At the very least, provide a form that doesn't have to be a proprietary Word document. Or make a document that is not SO drop down dependent and fills at a reasonable pace.

A12: Please review the EDI, Instructions for Claims R3 Form located at: http://labor.state.ak.us/wc/pdf_list.htm. There are instructions on how to remove the drop down fields.



Answers to Submitted Questions on wcPrism (continued)

Q13: When completing the compensation report it will not allow the correct compensation rate to show. It drops the cents. Can this be corrected?

A13: Yes. It will be corrected on future forms. Until then you can update the form by reviewing the EDI, Instructions for Claims R3 Form located at: http://labor.state.ak.us/wc/pdf_list.htm.

Q14: Does the insurance carrier get a copy of the compensation report that is sent to the injured employee for our records? How is the insurance company to know if the injured employee received a copy of the compensation report?

A14: Alaska is working on bringing up the batch letter feature on our Case Management System. For FROI reports, batch letters will go the EE, ER and Claim Admin. For SROI reports, batch letters will go to the EE and Claim Admin.

Thank You!

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